

PRODUCT SCHEDULE DESCRIPTION

3/21/03

DOIT MASTER AGREEMENT NUMBER: B-03-006		DOIT APPROVAL DATE: 12/10/03
VENDOR NAME: SBC SNET		FEIN: 06-054-26-46
SERVICE/PRODUCT NAME: ISDN BRI and PRI Service: PRI Service- Enhanced Multipath		
<p><u>SERVICE/PRODUCT DESCRIPTION:</u></p> <p>SBC SNET's Enhanced Multipath (ISDN PRI) is a flexible, high-speed switched digital service using Q.931 signaling that allows you to use the same channel for voice, data, or video.</p> <p>ISDN-PRI is configured over a DS1 facility provisioned as B8ZS and ESF and can be configured for circuit switched voice and/or circuit switched data, and designed as call-by-call or dedicated service. PRI can be configured to redirect traffic to take advantage of various carriers and usage rates, or combine channels for faster speeds.</p> <p>SBC SNET Enhanced Multipath features:</p> <ul style="list-style-type: none"> • Incoming Call Detail — ISDN-PRI provides incoming call information with Caller ID at no additional charge. • Flexibility — ISDN-PRI is served over a DS1 or greater transport facility. PRI is a switched digital service that allows 1.536 Mbps speed on a dialed basis. Consolidated trunking services, reduced call blockage, and less cabling and interface equipment for significant cost savings. • Increased Efficiency — ISDN-PRI allows your trunks to carry 20 to 30 percent more traffic than analog trunks because of out-of-band signaling. • Fast Call Setup — PRI call setup is .5 seconds compared to 3 to 5 seconds for analog trunks. • Dynamic Channel Allocation (DCA) — Allows a customer to designate the quantity of call types to be allocated within previously provisioned criteria for either DID or DOD services as call by call. • Backup D-Channel (BD-C) — Provides enhanced continuity of service (in arrangements of two or more ISDN-PRI Interfaces) by allowing a D channel of one ISDN-PRI Interface to automatically take over for a failed D channel of another ISDN-PRI Interface. The D-channel of a Primary rate span carries call-control signaling for multiple PRI B-channels and T1 spans. If the primary D-channel should fail, calls over the controlled B-channels are taken down. This feature enhances the survivability of PRI spans by providing a back up D-channel that automatically takes over signaling responsibilities of the failed D-channel. • B Channel — Provides one voice or data channel on the PRI and the public switched telephone network (PSTN). 		

SERVICE LEVELS:

Installation Intervals

Less than 10 lines = 15 business days
10 or more lines = Individual Case Basis

Routine Repair Intervals

Response time = Less than 1 hour
Repair Resolution time = 5.5 hours or less

Repair Service Level Definitions:

Repair Response is the time elapsed between when SNET receives a report of a problem or otherwise becomes aware of a problem, and the time that SNET responds to the end user or other designated contact to verify the problem.

Repair Resolution Time means the elapsed time between when the State notifies SNET of a problem, and the time that SNET restores service and such service is acceptable to the State.

SERVICE AVAILABILITY/LIMITATIONS:

See Service Availability spreadsheet

PRODUCT SCHEDULE

1/21/03

MASTER AGREEMENT NUMBER: B-03-006						DOIT APPROVAL DATE: 12/10/2003			
VENDOR NAME: SBC SNET						VENDOR FEIN: 06-054-26-46			
SERVICE NAME: ISDN BRI AND PRI Service - PRI Service -Enhanced Multipath									
A 2% credit will be issued monthly against the items ordered from this Product Schedule per the SBC SNET Master Agreement									
Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit	Initial Conversion: Non-Recurring Unit Cost*	Post- Conversion: Non-Recurring Unit Cost	Recurring Monthly Cost
Add	12/01/03	12/10/03	1		Enhanced Multipath: Rural Zone	PRI	\$875.00	\$875.00	\$994.00
Add	12/01/03	12/10/03	2		Enhanced Multipath: Suburban Zone	PRI	\$875.00	\$875.00	\$944.00
Add	12/01/03	12/10/03	3		Enhanced Multipath: Urban Zone	PRI	\$875.00	\$875.00	\$715.00
Add	12/01/03	12/10/03	4		Enhanced Multipath: Metro Zone	PRI	\$875.00	\$875.00	\$675.00
Add	12/01/03	12/10/03	5		Enhanced Multipath Federal Subscriber Line Charge	PRI	\$0.00	\$0.00	\$34.40
Add	12/01/03	12/10/03	6		Enhanced Multipath Interoffice Mileage -per mile (if provisioned from non-serving wire center)	mile	\$0.00	\$0.00	\$30.00
			7						
			8		* NRC applies to new SNET services only				
			9		See also Local Exchange Service- ISDN PRIs with DID Service				
			10		Enhanced Multipath for additional items for trunks over PRI				
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